

Diversity Talking Points

18F

Establish ground rules:

I will never cold call on folks for an answer.

You are in a safe space. Feel free to speak and have the conversations that may be tough but you are in a safe space.

Summary

Diversity Talking Points

1

What is diversity?

- Common understanding
- Discuss what it means to you

2

What are the types of diversity?

- Recognize there are different levels of diversity

3

Bringing my full self to work

- We value you, all of you
- Recognize the consequences when you can't bring your true self to work

4

How do I help promote an inclusive culture?

- We value you but how do you show that you value the diversity of others.

What is diversity?

3

Step 1 of 3:

Ask everyone to think about: “What is your definition of diversity?”

Step 2 of 3:

Offer your answer to the question and why it either matters to you.

Step 3 of 3:

Ask if anyone wants to offer their answer.

Diversity is the **mosaic of people who bring a **variety** of backgrounds, styles, perspectives, values and beliefs as assets to the groups and organizations with which they interact.**

Source: VA Employee Diversity Training Module

18F

A quote from our friends at the VA.

Two words I want to point out.

The word “mosaic”.

What comes to mind when you think of a mosaic? Art? Such as the art of using different pieces together to form a greater piece. Symbolizes how strong difference makes the overall unit.

The word “variety”

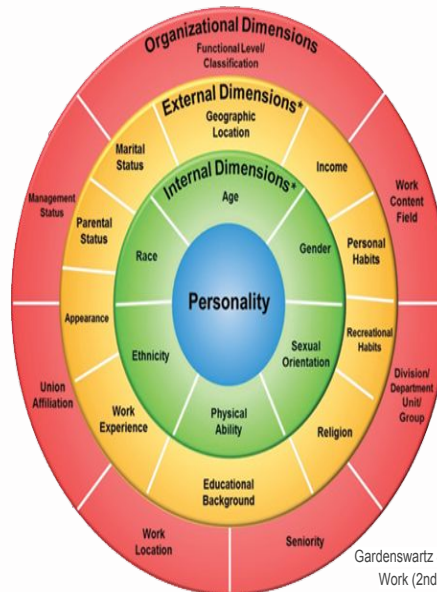
In the previous slide, I asked your thoughts about diversity. Your definition and this definition and you mentioned something around variety. Do you know about the different types of diversity that create such variety?. This leads us to our next slide....

What are the **types** of Diversity?

5

“What are the types of diversity”

WHAT ARE THE TYPES OF DIVERSITY?



Gardenswartz & Rowe, Diverse Teams at Work (2nd Edition, SHRM, 2003)

6

There are varying levels of diversity that compose you as an individual. These vary from social constructs to your very beliefs and values that make up your personality.

Take a moment and pick a few categories and start to fill in how you would identify for those categories.

(offer answers to any of these)

Questions to the group:

- What are some ways that you have felt your diversity has been mistreated/ undermined/ undervalued?
- What are some ways any given environment could be more supportive to your diversity?
- Do you think your environment (18F or elsewhere) values your diversity?

18F values different and we are all different.

If you don't think , please bring this up to your supervisor

Bringing our **full** selves to work

AKA No need to code switch

7

Everyone has something that makes them unique. But what does that mean in terms of work? Let's jump into a section where we will talk about bringing your true, full self to work.

We value you and everyone's:

Ideas

Background

Uniqueness

Personality

Opinions

8

The ideal 18F civil servant does not look like X, or does Y, or talks about Z. We value different. Don't be afraid to show it.

Bringing our full selves to work

- Real story

- New manager told an individual that he envisioned all of his subordinates being very outspoken and aggressive.
- This individual was very soft spoken.
- She tried to comply because she liked her job
- Eventually, it ate away at her and hurt her performance



<https://www.youtube.com/watch?v=FfhnnXzpET8&feature=youtu.be&t=7m>

The clip should be watched from 7:00 to 10:38

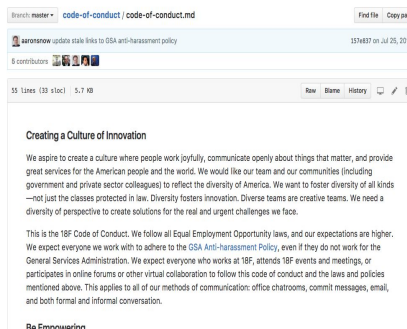
- 1) how the video makes you feel
- 2) if you experienced anything like that and your ideas on how
- 3) Any internal

How do we help promote an inclusive culture

“The Do’s”

How do we help promote an inclusive culture?

1. Read and adhere to the TTS Code of Conduct



Tell: Please bring up any questions you may have about the Code of Conduct. It's okay to have questions.

How do we help promote an inclusive culture?

2. Respect others' opinions

Tips:

- Ask first to understand, then to be understood
- Be open to learning about other cultures and ideas.
- Tip: Give others the benefit of the doubt in a dispute

Step 2:

Tell the group if: There has been a time when you felt like you weren't heard

Step 3:

Then ask has anyone else experienced that? (Follow up: did it demotivate you? Did it ruin/jade a relationship?)

How do we help promote an inclusive culture?

3. Acknowledge cultural / generational differences and historical injustices without becoming defensive

Tip

The other person has grown up differently than you. Don't think that person is wrong. Ask questions to understand.

How do we help promote an inclusive culture?

4. Respect others' identities

Don't assume characteristics about individuals (e.g. gender pronouns, racial identification).

What are ways to make sure you do that?

How do we help promote an inclusive culture?

5. Notice and pursue opportunities to embody these values in the products you design and build, in the processes you create, in the examples you give when teaching, etc.

Tip: Let your personal life experience shine and bring up those considerations yet to be discovered

How do we help promote an inclusive culture?

6. Be aware of any privileges you have, which can change in different situations.

How do we help promote an inclusive culture?

7. Work toward being an ally to people in a diverse community, especially if missteps occur:

- **Acknowledge**
- **Apologize**
- **Act**

Reference: [\(slides 27 and 28\)](#)

Tip: Mis-steps will happen but you should:

1. **Acknowledge**: “I messed up”
2. **Apologize**: “I’m sorry I messed up”
3. **Act**: “I really don’t want to mess up like that again, so I’m going to educate myself/practice/prepare”

Reference: [\(slides 27 and 28\)](#)

How do we help promote an inclusive culture

“The Don’ts”

1
8

Let’s talk about the don’ts quickly

- Don't stereotype.
- Don't judge others by your own cultural standards.
- Don't assume your culture's way is the only way.
- Don't talk down to anyone. Look out for "well actually"s or being condescending.
- Don't assume everyone has the same knowledge, explain things like technical jargon and government acronyms.

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- We value you, all of you
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How do I help promote an inclusive culture?

- We value you but how do you show that you value the diversity of others.

Thanks!

Contact 18F@gsa.gov
Follow [@18F](https://twitter.com/18F)
Work Together github.com/18F



- How do you feel about the content of this document?
- Did you learn anything?
- Did you wish you saw more of something else in these talking points?
- Other questions?
- If this was done during a 1:1 (not in group setting)
 - Would you be comfortable sharing your answers to the rest of the cohort? If not, do you mind if I (the facilitator) share your answers with the cohort and the diversity lead? (Can be anonymous)

Diversity Talking Points

Prep Deck

The following slide deck contains the material for the Diversity Talking Points as well as instructions to follow to ensure you can successfully facilitate the conversation.

AKA “The Teacher’s Version”

This slide deck is not meant to be a **training. Instead, it is to prepare presenters with points to talk about diversity and inclusion.**

You can use a subset of the slides or the whole presentation.

There are notes for every slide for what you should say DURING the presentation.

However, the following slides contain **blue boxes** (not in the regular deck) for you to address/ answer PRIOR to giving the presentation.

What is diversity?

For step 2 in notes:

- ❑ Identify your definition of diversity
- ❑ Identify why diversity matters to you?

2
7

Step 1 of 3:

Ask everyone to think about: “What is your definition of diversity?”

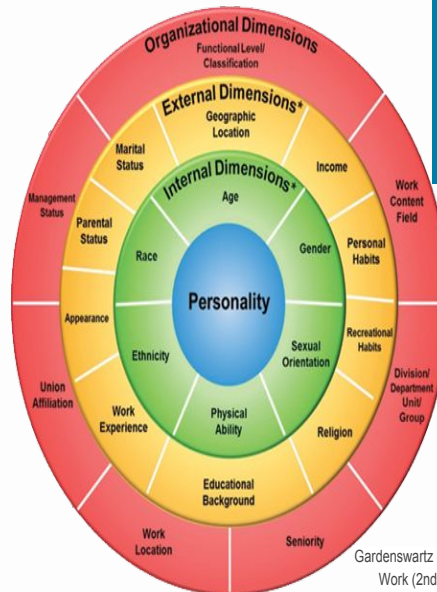
Step 2 of 3:

Offer your answer to the question and why it either matters to you.

Step 3 of 3:

Ask if anyone wants to offer their answer.

WHAT ARE THE TYPES OF DIVERSITY?



For step 2 in notes:
☐ Identify which characteristics you personally embrace

For step 3 in notes:
☐ Try to answer the questions yourself in order to offer your experiences

Gardenswartz & Rowe, Diverse Teams at Work (2nd Edition, SHRM, 2003)

2
8

Step 1 of 4:

Look at this diagram

There are varying levels of diversity that compose you as an individual. These vary from social constructs to your very beliefs and values that make up your personality.

Step 2 of 4:

Facilitator Note: Offer an example of how you characterize yourself for one or two categories. (e.g. I identify as race X and etc.)

Take a moment and pick a few categories and start to fill in how you would identify for those categories.

Step 3 of 4:

(offer answers to any of these)

Questions to the group:

- What are some ways that you have felt your diversity has been mistreated/ undermined/ undervalued?
- What are some ways any given environment could be more supportive to your diversity?
- Do you think your environment (18F or elsewhere) values your diversity?

Step 4 of 4:

18F values different and we are all different.

If you don't think , please bring this up

Bringing our full selves to work

- Real story

- New manager told an individual that he envisioned all of his subordinates being very outspoken and aggressive.
- This individual was very soft spoken.
- She tried to comply because she liked her job
- Eventually, it ate away at her and hurt her performance



For step 1 in notes:

- ☐ Watch the video as specified in the notes
- ☐ If presenting virtually, send to group prior

For step 2 in notes:

- ☐ Answer the questions personally

Step 1 of 2:

The clip should be watched from 7:00 to 10:38

If presenting in person, watch it in person again but with everyone so they can listen

If presenting virtually, just send prior with the following message / something similar:

“Prior to the presentation, I would love to share with you a short snippet about “Bringing Your True Self to Work”. Just watch a small portion of this video starting at 7:00 and stopping at 10:38 (but feel free to watch the whole presentation). I want you to reflect on: 1) how the video makes you feel, 2) if you experienced anything like that and your ideas on how

<https://www.youtube.com/watch?v=FfhnnXzpET8&feature=youtu.be&t=7m>”

Step 2 of 2:

Ask:

How do we help promote an inclusive culture?

2. Respect others' opinions

For step 2 in notes:
☐ Identify a team when you felt like you weren't heard

Step 1:

Tips:

- Ask first to understand, then to be understood
- Be open to learning about other cultures and ideas.
- Tip: Give others the benefit of the doubt in a dispute

Step 2:

Tell the group if: There has been a time when you felt like you weren't heard

Step 3:

Then ask has anyone else experienced that? (Follow up: did it demotivate you? Did it ruin/jade a relationship?)

How do we help promote an inclusive culture?

4. Respect others' identities

For step 2 in notes:

- ☐ Describe how something like the Guy Bot has helped / improved your behavior
- ☐ Or, have you ever misidentified someone? Talk about how you felt and how you worked to correct that.
- ☐ Or have you ever been misidentified? Tell about your feelings when it happens.

Step 1:

Tip:

Don't assume characteristics about individuals (e.g. gender pronouns, racial identification)

Step 2:

Give answer(s) to prep questions and then ask for any other suggestions to help correct this